

# Breaking Down Barriers at the IRS – Meeting Customer Language Needs



"Talking Taxes in Your Language"

The Hottest New Talk Show in the IRS!

2003 IRS Nationwide Tax Forum



## The Multilingual Initiative

IRS' commitment to assist those taxpayers, who lack full command of the English language, meet their tax responsibilities.

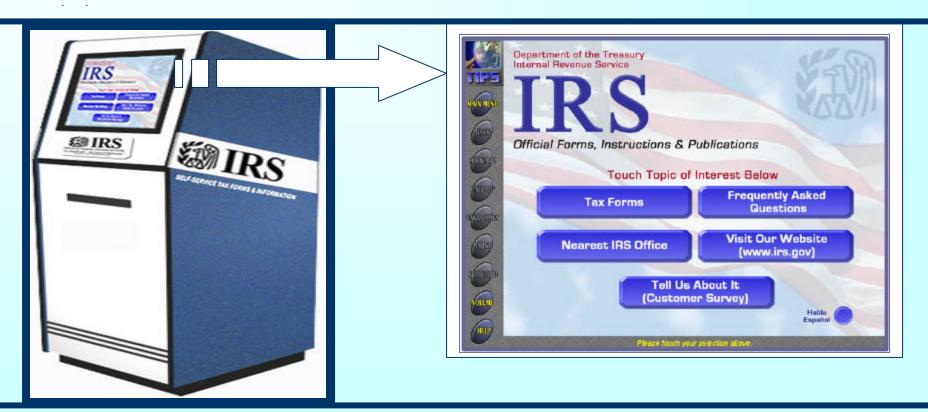


## **Today's Topics**

IRS Kiosks
Spanish Helpline/Tele-Tax
Over-the-Phone Interpreter Service
Translated Documents
Spanish Webpage
Hispanic Education & Outreach



## **IRS Kiosks**



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## 15 Kiosks Located in 6 States

**Connecticut** New Jersey New York

Michigan

Ohio

**Texas** 

**English & Spanish (Nationwide)** Russian/Vietnamese/Korean (Queens Public Library)



# **Over-the-Phone Interpreters**

- -Assistance in over 144 languages
- -In 419 Tax Assistance Centers
- -"I speak" card identifies language



### **Translated Products**

#### More than 240 translated

-tax forms

-notices

-publications

-letters

-brochures

-stuffers



### **Translated Products**

- -Limited supply at Tax Forum
- -Order by Phone (1-800-829-3676)
- -Download from www.irs.gov
- **-Order by fax (703-368-9694)**



## Habla Espanol?

### Links for Help in Spanish

- Spanish Helpline 1-800-829-1040
- Spanish Tele-Tax 1-800-829-4477
- Spanish Webpage accessible at www.irs.gov



# Hispanic Education & Outreach

- Telemundo, Univision, local cable/radio
- Bilingual Tax Practitioner Seminars
- Hispanic Chamber of Commerce
- Hispanic Women's Group
- Business Professors (Community College)



# Hispanic Education & Outreach

- -Religious groups (e.g. Catholic Diocese)
- -National Council of LaRaza
- -Federal Deposit Insurance Corporation
- -National Credit Union Administration
- -Bank One



# Hispanic Education & Outreach

- -Volunteer tax preparation service
- -Community days (e.g. Farm Worker Day)
- -Partner with other government agencies
- -News releases (e.g. El Mundo)
- -Translated Tax Tips